Å

DOCKET NO. BOC9-1999-0054-US1

ASSistant Commissioner for Patents
Washington, D. C. 20231

mitted herewith for filing is the patent application of:

INVENTORS: Paul G. RINGHOF, Edward J. DAHMUS, Ran R. COHEN, Roni KLIMER, Uzi U. SHVADRON, Julio WONG and Danny J. HOOD

TITLE: PROGRAMMABLE AGENT WORKSTATION SYSTEM AND METHOD

In connection with this application, the following are enclosed:

- 97 Pages of Specification, Claims and Abstract
- 38 Claims

ľ١

- 20 Sheets of Drawings (FIGS. 1-20)
- XX Declaration, Power of Attorney
- XX Information Disclosure Statement; Form PTO-1449 w/ 1 reference
- XX Assignment to: International Business Machines Corporation

The fee has been calculated as shown below. (Small entity fees indicated in parentheses.)

22.23	1					
מייין מייון		Number Filed		Number Extra	Rate Large (Small)	Basic Fee \$690 (\$345)
Had and that the		38	20	18	\$18 (\$9)	324
	independent Claims	3	3	0	\$78 (\$39)	0
22 S	Multiple Dependent Claims				\$270 (\$135)	0
24:	Assignment Recordi	ng Fee			\$40	40
					TOTAL FEE:	\$ 1054

The Commissioner is hereby authorized to charge Deposit Account No. <u>09-0452</u> in the amount of \$1054. A duplicate copy of this sheet is enclosed.

XX The Commissioner is hereby authorized to charge payments of (1) any additional filing fees required under 37 CFR 1.16, and/or (2) any patent application processing fees under 37 CFR 1.17 associated with this application or credit any overpayment to Deposit Account No. <u>09-0452</u>.

SEND CORRESPONDENCE TO:

Respectfully submitted.

FLEIT, KAIN, GIBBONS, GUTMAN & BONGINI, P.L. 4400 N. Federal Highway, Suite 32 Boca Raton, FL 33431 (561)417-9477 (561)417-3844 Fax

BY

n A. Gibbons

Reg. No. 37,333



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Atty Docket: BOC9-1999-0054-US1

Paul G. RINGHOF et al.

APPLICATIONS BRANCH

Serial No. (not yet assigned)

Filed: HEREWITH

FOR: PROGRAMMABLE AGENT WORKSTATION SYSTEM AND METHOD

CERTIFICATE OF EXPRESS MAIL MAILING

"Express Mail" Mailing Label No. **EL470371049US**Date of Deposit: **May 22, 2000**

Box Patent Application Assistant Commissioner for Patents Washington, D.C. 20231

SIR:

I hereby certify that

X Application Transmittal

X Specification, Claims, Abstract

X 1 set of 20 sheets of drawings

X Declaration and Power of Attorney

X Information Disclosure Statement; Form PTO-1449 w/ 1 ref.

X Assignment

X Return postcard

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and are addressed to:

Box Patent Application Assistant Commissioner for Patents Washington, D.C. 20231

Date of Deposit

Name of person mailing pa

Signature

TABLE OF CONTENTS

(PROVIDED FOR EXAMINATION REFERENCE PURPOSES)

	SPECIFICATION	4
	TITLE OF INVENTION	4
5	PARTIAL WAIVER OF COPYRIGHT	4
	CROSS REFERENCE TO RELATED APPLICATIONS	4
	STATEMENT REGARDING FEDERALLY SPONSORED RESEARCH OR DEVELOPMENT	5
	REFERENCE TO A MICROFICHE APPENDIX	
	FIELD OF THE INVENTION	
10	BACKGROUND OF THE INVENTION	
	Overview	
	General System Architecture	
	DESCRIPTION OF THE PRIOR ART	
	OBJECTS OF THE INVENTION	6
15	BRIEF SUMMARY OF THE INVENTION	8
	Overview	8
	Generalized System Architecture	9
	BRIEF DESCRIPTION OF THE DRAWINGS	9
	DESCRIPTION OF THE PRESENTLY PREFERRED EXEMPLARY EMBODIMENTS	12
20	Embodiments are Exemplary	12
	Definitions	
	System Blocks / Procedural Steps Not Limitive	13
	Personal Computer Not Limitive	13
	Operating System Not Limitive	13
25	System	14
	Overview	14
	Assumptions	
	EXEMPLARY WORKSTATION DESIGN	16
	JavaPhone Application (FIG. 4) (105, 4400)	17
30	JavaPhone Audio Controls (4401)	17
	JavaPhone Cail Controls (4412)	18
	PlusTcp DLL (FIG. 5) (109, 5500)	18
	PlusTcp Enumerated Commands (5502)	
	TcpOpen Command (5521)	
35	TcpClose Command (5522)	
	TcpSend Command (5523)	
	TcpRecv Command (5524)	24
	TcpGetLastError Command (5525)	25
	TcpGetErrorString (5526)	25
40	Error Handling	26
	PlusTapi DLL (FIG. 6) (110, 6600)	27
	PlusTapi Startup	31
	Operator Sign On (FIG. 7)	33
	Operator Sign Off (FIG. 8)	36
45	Operator Headset (FIG. 9)	37
	Inbound Call Processing (FIG. 10)	37

	Outbound Call Processing (FIG. 12)	
	Call Hold Processing (FIG. 13)	40
	Call Transfers (FIG. 14)	42
	Call Conferencing (FIG. 15)	42
5	Call Disconnect (FIG. 16)	43
	Ready/Not Ready Controls	43
	Volume Control	45
	Microphone Gain Control	46
	Property Settings	
10	Shutdown	49
	PlusTapi Enumerated Commands (6602)	49
	TapiMakeCall (6621)	49
	TapiHoldCall (6622)	
	TapiUnholdCall (6623)	
15	TapiHoldToggle (6620)	
	TapiBlindXferCall (6624)	
	TapiDisconnect (6625)	
	TapiBlindConfCall (6626)	
	TapiDTMF (6640)	
20	TapiLogon (6628)	
	TapiLogoff (6629)	
	TapiReadyToggle (6641)	
	TapiNotReady (6631)	
	TapiReady (6632)	
25	TapiVolumeUp (6643)	
	TapiVolumeDown (6644)	
	TapiVolumeSet (6633)	
	TapiMicGainUp (6645)	
	TapiMicGainDown (6646)	
30	TapiMicGainSet (6647)	
	TapiMuteToggle (6642)	
	TapiSetProperty (6635)	
	TapiGetProperty (6636)	
	TapiShutDown (6637)	
35	TapiPing (6638)	
	TapiDisplayErrs (6648)	
	PlusTapi Enumerated Data Variables	
	TapiPositionStatus	
	TapiLogonStatus	
40	TapiAgentID	
	TapiCalIID	
	TapiCallStatus	
	TapiPartyStatus	
	TapiVolumeLevel	
45	TapiMicGainLevel	
-	TapiHeadSetStatus	
	TapiConnectionStatus	
	TapiLastErrCode	
	TapiLastCmdErr	
50	PlusTapi Error Handling	
-		•

	PlusTapi Macro Advisement Events	78
	PlusTapi Utility Mode (FIG. 13)	
	PlusTapi Diagnostic Support	
	Call Status Window (CSW)	
5	Method	84
	Computer Software	84
	CONCLUSION	85
	CLAIMS	
	ABSTRACT OF THE DISCLOSURE	
Λ		